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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/074,325	02/12/2002	Steven G. Smith	010284	6444
39262 7590 05/18/2007 MERCHANT & GOULD BELLSOUTH CORPORATION P.O. BOX 2903 MINNEAPOLIS, MN 55402			EXAMINER PATEL, CHIRAG R	
			ART UNIT 2141	PAPER NUMBER
			MAIL DATE 05/18/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/074,325	SMITH ET AL.	
	Examiner	Art Unit	
	Chirag R. Patel	2141	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 12 March 2007.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-37 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-37 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Response to Arguments

Applicant's arguments with respect to claims 1, 4-14, 16-36 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1, 4-14, and 16-37 are rejected under 35 U.S.C. 103(a) as being unpatentable over Storch et al. (US 5,920,846) in view of Hahn et al. (US 2007/0094387)

As per claims 1, 14, and 21, Storch et al. discloses a method for communicating with a technician at a customer service location in a telecommunications system, (Col 82 lines 52-55, Figure 15: item 244) the method comprising:

receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with the administration system (Col 71 lines 44-49, Figure 15: item 276)

receiving a request, initiated by the technician, for access to one of the portions of the electronic message from the access device, (Col 72 lines 14-27)

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determining whether the request for access is a first occurrence of access within a predetermined time period based on a daily procedure performed by the technician, (Col 71 lines 28-65, this permits WFA/DO then changes the status of the job from "pending load" or "pending dispatch" to "dispatched" to track the status of the job, and assign a technician to a job. If status is pending load infers the access of the message has not occurred. If status is dispatched infers the access has occurred; Col 75 lines 46-75, Col 81 lines 29-59, Col 85 line 50 – Col 86 line 6)

determining whether the one portion of electronic message has been modified since a last request for access to the one portion of the electronic message initiated by the technician, and (Col 58 lines 36-58, Col 72 lines 14-21, Col 75 lines 46-75, Col 81 lines 29-59, Col 85 line 50 – Col 86 line 6)

transmitting the received one portion of the electronic message to the access device for display at the customer service location after the occurrence of a determination that the request for access is a second or more occurrence of access within the predetermined time period based on the daily procedure performed by the technician and a determination that the one portion of the electronic message has been modified since the past request for access to the one portion of the electronic message initiated by the technician. (Col 71 lines 44--65; Col 83 lines 23-40; The completion information input by the outside technician into the TAS 276 via the TAU 278 is sent to WFA/DO 270. WFA/DO, in turn, transmits the information to LMOS 312a, and LMOS updates information in its customer line records to indicate information such as the last

case of trouble; Col 72 lines 14-27; Col 75 lines 46-75, Col 85 line 50 – Col 86 line 6, Figure 15: item 278)

Storch et al. fails to disclose the electronic message being separated into at least two portions being respectively customized for transmission to different groups of technicians, customization of the at least two portions being dependent on a plurality of profile characteristics stored in the administration system. Hahn et al. discloses the electronic message being separated into at least two portions being respectively customized for transmission to different groups of technicians, customization of the at least two portions being dependent on a plurality of profile characteristics stored in the administration system. ([0034]) At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to disclose the electronic message being separated into at least two portions being respectively customized for transmission to different groups of technicians, customization of the at least two portions being dependent on a plurality of profile characteristics stored in the administration system in the disclosure of Storch et al. The motivation for doing so would have been to intelligently process e-mail messages on behalf of a specific user, independent of the e-mail clients used to retrieve the messages. ([0013])

As per claims 4 and 16, Storch et al. / Hahn et al. discloses the method of Claim 1, and Storch et al. further comprising

displaying the electronic message on a screen display if the access is verified as the first occurrence in the time period. (Col 56 line 62 – Col 57 line 7, Col 81 lines 25-51, Col 71 lines 28-65, Col 72 lines 14-30, Figure 15 item 278)

As per claims 5 and 17, Storch et al./ Hahn et al. discloses the method of Claim 1, and Storch et al. discloses further comprising not displaying the electronic message on a screen display if the access is verified as a second or subsequent time in the time period. (Col 81 lines 4-28, Col 81 line 60 – Col 82 line 15)

As per claim 6, Storch et al. / Hahn et al. discloses the method of Claim 1, and Storch et al. discloses further comprising sending the electronic message to an output device. (Col 71 lines 44-49)

As per claims 7 and 23, Storch et al. / Hahn et al. discloses the method of Claim 1, and Storch et al. discloses further comprising retrieving at least one previously generated electronic message. (Col 59 lines 22-45)

As per claims 8, 18, 24, and 32, Storch et al. / Hahn et al. discloses the method of claim 1, and Storch et al. discloses wherein said the electronic message includes at least a first portion and a second portion. (Col 69 lines 46-64)

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As per claims 9, 19, and 33, Storch et al. / Hahn et al. discloses the method of Claim 8, and Storch et al. further comprising

customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician[[s]]. (Col 69 lines 45-67, Col 72 lines 28-30, Figure 15 item 278)

As per claims 10, 20, and 34, Storch et al. / Hahn et al. discloses the method of claim 9, and Hahn et al. discloses further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions. (Col 70 lines 40-57)

As per claims 11 and 29, Storch et al. discloses a system for communicating with a technician at a customer service location in a telecommunications system, (Col 82 lines 52-55, Figure 15 item 244) the system comprising:

an administration system configured for generating at least one electronic message; (Col 80 lines 29-33)

a technician server operatively associated with the administration system, (Figure 15 item 276)

the technician server configured for:

receiving a first generated electronic message; and, (Col 57 lines 8-54; preliminary time estimate)

sending one portion of the portions of the first generated electronic message to an access device; (Col 71 lines 44-49, Figure 15: item 278)

receiving a second generated electronic message; and (Col 8 lines 5-35; final time estimate)

sending the second generated electronic message to the access device if the second generated electronic message is a modified version of the one portion of the first generated electronic message that was previously sent to the access device; and (Col 82 lines 16-51; Appointments that are designated as closed or unavailable can be overridden so that appointments can be scheduled for these closed or unavailable time intervals. Election to override this type of designation could be made in emergency situations, for installations or repairs requiring immediate attention, or for other unexpected reasons)

a request for access to the technician server, initiated by a technician, to the one portion of the first electronic message from the access device is a second or greater occurrence of access within a predetermined time period based on a daily procedure performed by a technician; and (Col 71 lines 44--65; Col 83 lines 23-40; The completion information input by the outside technician into the TAS 276 via the TAU 278 is sent to WFA/DO 270. WFA/DO, in turn, transmits the information to LMOS 312a, and LMOS updates information in its customer line records to indicate information such as the last case of trouble; Col 72 lines 14-27; Col 75 lines 46-75, Col 85 line 50 – Col 86 line 6, Figure 15: item 278)

a screen display configured to display the one portion of the portions of the electronic message for viewing on the access device if the generated electronic message was received by the access device from the technician server. (Col 72 lines 14-32, Col 82 lines 52-57, Figure 15 item 278)

Storch et al. fails to disclose the electronic message being separated into at least two portions being respectively customized for transmission to different groups of technicians, customization of the at least two portions being dependent on a plurality of profile characteristics stored in the administration system. Hahn et al. discloses the electronic message being separated into at least two portions being respectively customized for transmission to different groups of technicians, customization of the at least two portions being dependent on a plurality of profile characteristics stored in the administration system. ([0034]) At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to disclose the electronic message being separated into at least two portions being respectively customized for transmission to different groups of technicians, customization of the at least two portions being dependent on a plurality of profile characteristics stored in the administration system in the disclosure of Storch et al. The motivation for doing so would have been to intelligently process e-mail messages on behalf of a specific user, independent of the e-mail clients used to retrieve the messages. ([0013])

As per claim 12, Storch et al. / Hahn et al. discloses the system of Claim 11, and Storch et al. discloses further comprising at least one output device operatively

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associated with the access device and configured for receiving the electronic message.

(Col 72 lines 14-30, Figure 15 items 276, 278)

As per claim 13, Storch et al. / Hahn et al. discloses the system of Claim 11, and Storch et al. discloses wherein the administration system includes a database having at least one profile characteristic stored thereon. (Col 70 lines 40-57)

As per claim 22, Storch et al. / Hahn et al. discloses the system of Claim 21, and Storch et al. further comprising means for outputting the displayed electronic message. (Col 72 lines 16-23)

As per claim 25, Storch et al./ Hahn et al. discloses the system of Claim 24, and Storch et al. further comprising means for customizing at least one of the portions of the electronic message. (Col 69 lines 46-67)

As per claim 26, Storch et al. / Hahn et al. discloses the system of Claim 25, and Storch et al. further comprising means for displaying the customized portion to at least one technician. (Col 72 lines 14-23, Col 72 lines 28-30, Figure 15 item 278)

As per claim 27, Storch et al. / Hahn et al. discloses the system of Claim 25, and Storch et al. discloses further comprising means for identifying a profile characteristic stored in the administration

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system, the administration system being operatively associated with the means for customizing at least a portion of the electronic message. (Col 70 lines 40-58)

As per claim 28, Storch et al. / Hahn et al. discloses the system of Claim 21, and Storch et al. discloses further comprising means for dismissing the displayed electronic message. (Col 72 lines 15-21) The means for dismissing the displayed electronic message is inherent to the TAS. (Figure 15 item 278)

As per claim 30, Storch et al. / Hahn et al. discloses the method of Claim 29, and Storch et al. discloses further comprising not receiving the electronic message if the access occurs for a second or subsequent time in the time period. (Col 81 lines 25-29, Col 81 lines 60-67)

As per claim 31, Storch et al. / Hahn et al. discloses the method of Claim 29, and Storch et al. discloses wherein the output device comprises a displaying screen. (Col 72 lines 14-23, Col 72 lines 28-30) The screen is inherent to the TAS. (Figure 15 item 278)

As per claim 35, Storch et al. / Hahn et al. discloses the method of Claim 1, and Storch et al. discloses wherein transmitting the received electronic message comprises transmitting the received electronic message comprising information conveying to a

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technician a hazard in a geographic area in which the technician is working. (Col 82 lines 30-32)

As per claim 36, Storch et al. / Hahn et al. discloses the method of Claim 1, and Storch et al. discloses wherein determining if the electronic message has been modified since the past request for access to the message comprises determining if the electronic message has been modified since the past request for access to the message wherein subject matter in the electronic message was modified based on the geographic location of a technician. (Col 36 lines 41-49)

As per claim 37, Storch et al. / Hahn et al. discloses the method of Claim 1, and Storch et al. discloses the method of Claim 1, wherein the plurality of profile characteristics include at least one of a company a technicians works for and current geographic location of a technician. (Col 36 lines 41-49)


Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chirag R. Patel whose telephone number is (571)272-7966. The examiner can normally be reached on Monday to Friday from 7:30AM to 4:00PM.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Rupal Dharia, can be reached on (571) 272-3880. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pairedirect.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll free).


RUPAL DHARIA
SUPERVISORY PATENT EXAMINER